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A COMPARATIVE STUDY ON USER SATISFACTION WITH THE INFORMATION RESOURCES AND LIBRARY FACILITIES BY FACULTY MEMBERS IN THREE AGRICULTURE LIBRARIES: ABU, FUTM, AND FUTO, IN NIGERIA

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A COMPARATIVE STUDY ON USER SATISFACTION WITH THE INFORMATION RESOURCES AND LIBRARY FACILITIES BY FACULTY MEMBERS IN THREE AGRICULTURE LIBRARIES: ABU, FUTM, AND FUTO, IN NIGERIA

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Abstract

The comparative study on user satisfaction with information resources, and library facilities by faculty members in Three Agriculture university Libraries: ABU, FUTM, AND FUTO in Nigeria; the respondents are faculty members, in Ahmadu Bello University Zaria, Federal University Technology Minna and Federal University Technology Owerri sampled by the researcher. The main objective of the study is to compare the information resources, and facilities of Agriculture University Libraries with view to examine the types of information resources, and facilities available and user's satisfaction by the respondent's Library. Simple random sampling was used in selecting the Agriculture University Libraries from the six geopolitical zones. therefore seventy eight (78) copies of the questionnaires were administered to the respondents, however, sixty (60) of questionnaires were retrieved and analyzed from the different Agriculture University Libraries sampled representing (76.92%), Major findings testify that the current agricultural information resources and facilities available, accessible and utilized are insufficient in agriculture University libraries sampled in Nigeria. Infrastructural facilities and internet services existed in agriculture University libraries of Nigeria but were not well developed, current information resources particularly e-journals, e-books and information resources related to agricultural information such as databases, e-journals, e-books were the information needs identified are not much available. The study recommended, the improvement of the existing information resources and facilities for the user's information needs, subscriptions of offline databases such as, AGORA, HINARI, AJOL, JSTORE and E-Granary to access agricultural information offline with millions of information resources on text books journals available and continue to be added in each seconds. There is a need for policies that facilitate inter- library loan between agriculture University libraries and research institute libraries, collaboration and information sharing

Keywords: Agriculture, availability, faculties members, Information resources, library facilities, user satisfaction, University library, Utilization

Introduction

The purpose of establishing Agriculture University Libraries is to cater for relevant information resources and facilities and retain the highest standard of excellence as research oriented institutions. It is also meant to enhance academic inquiry and educate users on certain strategies of retrieving relevant information resources for their academic pursuit (Lee 2012). The aims and objectives are to make available global base of electronic/digital information worldwide based on the mission and vision of the institutions for learning, research, and teaching as observed by Ajay (2013).

Today we are living in digital world. Tremendous growth & diversification of knowledge have emerged with multidisciplinary subjects particularly in the field of agriculture; Information has been identified as one of the vital resources needed for the success in almost every major human endeavour. Collection, organization and dissemination of information with economy and efficiency dampened on the skills and expertise of the Librarians. Information is needed in all aspects of society and in all disciplines. Users demand information up-to-date and quickly. The demands of information users and researchers are increasing day-by-day. Old technologies of information exchange are being replaced by new technologies

The rationale behind this study is to compare the information resources, and facilities in the three selected Agriculture University Libraries in Nigeria with a view to taking into consideration the benefits of the users. The researcher used Librarians' Registration Council of Nigeria (LRCN 2014) Minimum Standards and Guidelines for Academic Libraries in Nigeria as guiding principle to identify the gap that might exist between the users expectations and the provision of information resources and facilities and that are actually provided in the Agriculture University Libraries

Literature Review

Types of Information Resources Available in Agriculture University Libraries

Consequently, the study carried out by Vijaya kumar (2017) opined that majority of the respondents said that newspaper, project reports, subject books, CD-ROM database and reference books are available and thesis, general books and web resources are less available. His views were corroborated by Kwaghgba, (2015) Onye, (2016), Yaseen, (2016) Ajiji, (2017) Aladeniyi (2018), and Das (2015), while Abubakar, (2017) emphasized that e-databases for research by Agricultural

Scientists in Federal University Libraries in Nigeria subscribed to such as AGORA and AFRICAL JOURNAL respectively. Others are CD-ROM, MEDLINE, PubMed, Biomed Central, African Journals Online, and HINARI, CAB Abstracts, BEAST CD, VET CD, TEEAL. This finding agreed upon by Bello (2020). On the Globalization of Library and Information Services: An Assessment of the Level of ICT Deployment in Academic Libraries in Oyo State, Nigeria where they confirmed the availability of E-Granary, EBSCOHOST, JSTOR, Jaypee Digital, HINARI, AGORA, OARE with Directory of Open Access Journals (DOAJ) and partial Institutional Repository (IR). These views were agreed upon by Rukwaro (2015) and Ekene, (2016) where they stated that libraries acquire information resources such as books, theses, journals, government publications, encyclopedias, dictionaries, e-journals, e-books among others. But Akpe (2018) has different opinions where he stated that information resources are not available. This is an indication that the respondent's opinions are not too dissimilar from one another on their responses on the types of information needs in the Library. The study conducted by Afianmagbon (2020) on Information Literacy Skills, Availability of Information Resources as Factors Influencing Research Productivity of Academic Staff of Lead City University, Nigeria The study indicates that there is high level information resources availability to lecturers and other academic staff in Lead City University who are utilizing them in conducting researches, however Abubakar (2020) examined the Availability And Accessibility of Information Resources in University Libraries for Students' Academic Use: A Case Study of Pharmaceutical Science Students of The University of Jos, the study revealed that books as one of the information resources found in the library. Other information resources that were highly indicated by the respondents others are journals online databases and internet e-books computers e-journals encyclopedia directories and handbooks and newspapers and magazines Some of the information resources indicated low as revealed in the table by the respondents though identified by more than half of the respondents are: monographs and standards CD-ROM databases audio-visual conference proceedings and abstracts and indexes. However, Kutu (2020) has a different view in his study on the availability of information resources in libraries as he stated that the most available print information resources were newspapers, textbooks and journal collections while the least available include indexes, technical reports and manuscripts. This view was corroborated by Ilogho (2020), Swaminathan (2020) and Babarinde.(2020). Intermis of accessibility scholars have diversion views on accessing information resources in the, however according to Jabbar, (2020) on their study Accessibility and Use of Institutional Repository among Research

Scholars: A Case of COMSATS Institute of Information Technology, Lahore where they stated that users accessed Information Resources out of campus while other respondents accessed Information Resources within campus some respondents accessed Information Resources through IP and very few used other mode of access. This study is similar to that of Jan (2020) on Usability and Accessibility of Internet by The University Students of Pakistan: A Quantitative Study of Khushal Khan Khattak University Karak-Pakistan, Where they found out that majority of the students of the Khushal Khan Khattak University Karak were accessing the Internet at their homes, hostels and University's Library. Interestingly, others were accessing the Internet at classrooms and Computer However, Olubiyo (2020) has different view on his study on Awareness, Accessibility and Use of Serial Publications among Undergraduate Students of Adeyemi College of Education, Ondo Library, he stated that students access serial materials by asking staff, follow directional sign, browsing the racks and shelves and by searching periodical catalogue in that order.

Types of Infrastructural facilities Available in Agriculture University Libraries

Gwang (2016) point out in the study the Influence of Planning on Infrastructural Resources Provision in Nigerian University Libraries; the study investigates infrastructural resource provision in university libraries in Nigeria's North Central Zone. The study found that infrastructural resources were provided to a large extent and planning was found to have a significant influence on the provision of infrastructural resources in the university libraries. This study is relatively to Renge (2016) conducted on Library Services, Facilities and Information Technology amongst Yoga- Science Libraries in Maharashtra and Ifijeh, (2016) on the Digital Inclusion and Sustainable Development in Nigeria respectively where they agree upon on the facilities available in their respective libraries. While Kalbande, (2017) carried out study on ICT Infrastructure Facility in Agricultural College Libraries in Maharashtra, the research revealed that all libraries having computers facilities, the libraries are possessing internet connection facilities for accessing e-resources. Similarly Choudhary (2017) conducted an Evaluation of ICT Infrastructure and Application in Selected College Libraries of Cachar District, Assam; the researcher said that in today's fast growing digital environment it has become imperative for the library and information centers to implement ICT for effective management of library operations and providing user centric library services to meet the expectations of the new generation tech-savvy library users..while Omeluzor (2017) emphasized the Library infrastructure as predictor of turnover intentions of

librarians in university libraries in Nigeria the result showed that some of the library infrastructure in university libraries in the two zones were highly dilapidated; some were in a state of dilapidation, while some were almost dilapidated, air conditioner, tables, chairs, Internet facilities and power supply were highly dilapidated and nearly dilapidated. Olasupo, (2017) emphasized that Infrastructure facilities are important in library services to enable the librarians deliver quality services to its clientele. It may also enhance librarians' career and productivity. However, most of Agriculture University Libraries in Nigeria have inefficient infrastructural facilities for effective services based on the literature reviewed. The findings were corroborated with that of Babatunde (2020), Mahanta, (2020), and Abbas (2020)

These researches are very informative to the current study because they explored the condition of Nigerian University Libraries on provision of information, services and adequate infrastructural facilities for effective planning should be implemented for digital Inclusion and sustainable development in the country. Librarians should be empowered with modern technological tools to support learning. Library staff must have access to ICT training. Libraries should participate in local and national initiatives and discussions on internet policies, digital inclusion, access and open data. Agriculture University Libraries in the country should download free journals and e-databases and provide current information resources to the users in their area of specialization as well as reducing the cost of access to the libraries. From the study it is concluded that all the sampled Agricultural University libraries should provide the necessary ICT infrastructure facilities to access the e-resources for the benefit of their users. The researcher emphasized that in today's fast growing digital environment, it has become imperative for the Agriculture University Library to provide ICT facilities for effective management of Library operations and providing user centric Library services to meet the expectations of the new generation tech-savvy Library users. The researcher emphasized the Library infrastructure as predictor of turnover intentions of Librarians in Agriculture University Libraries in Nigeria, Infrastructural facilities are important in Library services to enable the Librarians to deliver quality services to its clientele. It may also enhance Librarians career and productivity

User Satisfaction with Information Resources in Agriculture University Libraries

However, Osaze, (2015) undertook a study on Assessment of Users' Satisfaction with Academic Library Performance. The research reveals that users are satisfied with the information resources and services provided in the Library such as infrastructure/place/space, collection /information dissemination in the Library, photocopy/scanning machine, e-books and e-journals, media services, bibliographic services, reference services, reprographic services, current awareness, internet/online services collection of newspapers etc. The findings were supported by Kwaghgba, (2015) on Assessment of Customer Satisfaction with Products and Services of Academic Libraries in Zaria Metropolis, Kumar (2015) on Use of Information and Resources of Central State Library, Ambala, Haryana, Ijiekhuamhen, (2015) on users satisfaction with Library, sources, facilities and information services provided by an academic Library in Federal University of Petroleum Resources, (FUPRE) Library and Chauhan, (2015) on User Satisfaction with Adequacy of Library Collection in MM Engineering College

Furthermore, Veena (2016), N S. (2016), Kumar (2016), Tilahun (2016), Tiemo (2016), Onanuga (2017), Permchnd (2017) Naqvi, (2017) Munshi (2017), Ajegbomogun (2018) Verma (2018) Gudi (2018) conducted different studies in order to find out the level of user satisfaction with information, resources, services and facilities in libraries, all agreed that level of satisfaction is very low and some libraries information resources, services and facilities are not provided, such as OPAC Service/Web OPAC service, circulation services, reference/Information Service, periodical/journals project reports social networking sites, CAS/SDI, Internet facility, lending facility, e-resources, Photocopy, printing, free internet access, inter-library loan Online Public Access Catalog (OPAC), abstracting and indexing journals and research reports / theses / dissertations CD-ROM database, reference, bibliographical, lending/circulation, catalogue computer hardware/software air conditioners/fans parking facilities library orientation, service reports/theses/dissertations, government publications technical and research reports patents conference proceedings circulation services reference service reprography and newspaper clipping

What is more, the main role of any Library is to provide relevant and up to date information resources, services and relevant facilities with a view to satisfying the Information needs of the users. This response above indicates that users in these libraries were not satisfied with Library information resources, services and facilities that are provided. It can however, be deduced from the

above that the Library still needs to improve in the area of provision of relevant information resources, services and facilities especially those areas the respondents were dissatisfied in order to fully satisfy its users. The study will adopt appropriate techniques to identify any impediment to the provision of information resources, services and facilities in Agriculture University Libraries in Nigeria and proffer solution to the problems

User Satisfaction with Facilities in Agriculture University Libraries

Ajegbomogun (2018) conducted a study on Availability of Library Facilities, Knowledge Sharing as Determinants of Job Performance of Library Staff in Southwest Nigeria, the study revealed that a large proportion of the staff in the three universities attested that availability of library facilities in academic libraries in Nigeria enables them to accomplish their job performance with ease. Current printed books Nigeria indicates that UI had higher mean scores ($X=2.07$) than FUNAAB ($X= 1.57$) and UNILAG ($X =1.81$). The level of availability of computer hardware/software of the three universities was also rated: UNILAG had the highest mean score ($X= 2.30$) followed by UI ($X= 2.30$) and UNAAB ($X= 2.24$). Air conditioners/Fans indicates that UI had higher mean scores ($X=2.23$) followed by FUNAAB ($X= 2.30$) and UNILAG ($X =2.41$) respectively. This implies that the majority of the staff was highly utilized library facilities that encourage job performance of staff. The is in line with that of Kalita (2020) Utilization and Satisfaction of Library Services by the Users of Sikkim Manipal Institute of Medical Sciences (SMIMS), Gangtok, India: a study" Al Kuwaiti,(2020) "Evaluating Medical Students' Satisfaction towards Library Resources and Services offered at Saudi Universities using Six Sigma approach". This implies that user-satisfaction with facilities in libraries which are well-stocked and the materials properly arranged and manned by well-qualified experienced staff would be significantly higher than user satisfaction with libraries with less qualified and impolite staff. Users will always be encouraged to make use of the library where the quality of infrastructural facilities are available to them will help to satisfy their users requests.

Statement of the Problem

The study provides the opportunity to the Agriculture University Libraries to assess how well they contributes in achieving the goals of their parent organizations, diagnose problems in the areas of provision of information resources and facilities, monitor progress towards specification, compare past, current and desired level of the future and identifies areas where improvement is, what the

libraries have or do not, what they do, how well they do it and what they need to accomplish with evidence that the expectations of the parent body are being met. In this aspect, one of the ways for Agriculture University Libraries in Nigeria to make their contributions to the Universities and the clienteles is by identifying the information resources and facilities. To identify the gap in the provision of information resources and facilities has become critical to prove that the activities they are engaged in and the subsequent costs that they incur are worth doing

Research Objectives

1. To examine the types of Information Resources and Facilities that is available in Agriculture University Libraries in terms of identifying:
 - a. Information resources available in Libraries
 - b. Facilities available in the Libraries under study
2. To determine the extent to which the library users are satisfied with the information resources, and facilities in Agriculture University Libraries. Specifically this involves:
 - a. Identifying the Information resources users are satisfied with in Libraries.
 - b. Assessing the Facilities users are satisfied with in Libraries

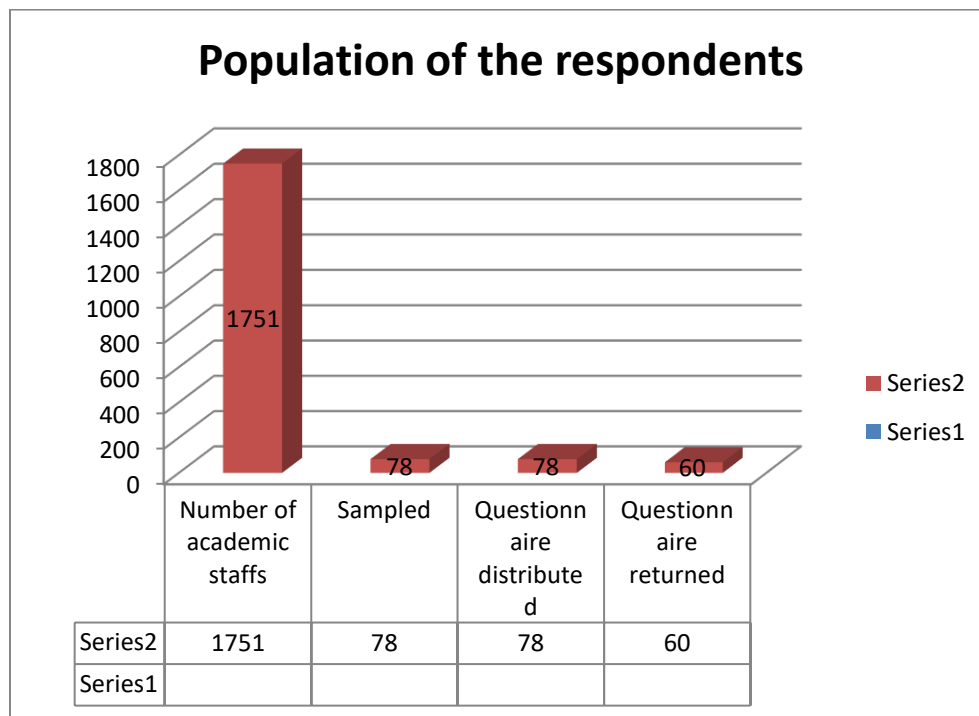
Hypotheses

- H₀₁.** There is no correlation between availability and utilization of information resources, facilities and the research productivity of faculty members in agriculture university libraries under study
- H₀₂.** There is no correlation between availability and utilization of information resources, and facilities and the satisfaction level of users in agriculture university libraries under study

Population of the Study

Table 1: Population of the respondents

S/N	Number of academic staffs	Sampled	Questionnaire distributed	Questionnaire returned
1	1751	78	78	60



Since the study is a mini project to understand the availability of information resources and facilities and the level of user satisfaction by faculty members in agriculture university libraries in ABU, FUTM, and FUTO agriculture university libraries, the sample of 78 faculty members were selected. However, at last only 60 questionnaires were returned with complete response.

Data Analysis

Table 2: Demographic of respondent

Gender	Frequency	Percentage %
Male	17	28.3%
Female	43	71.67

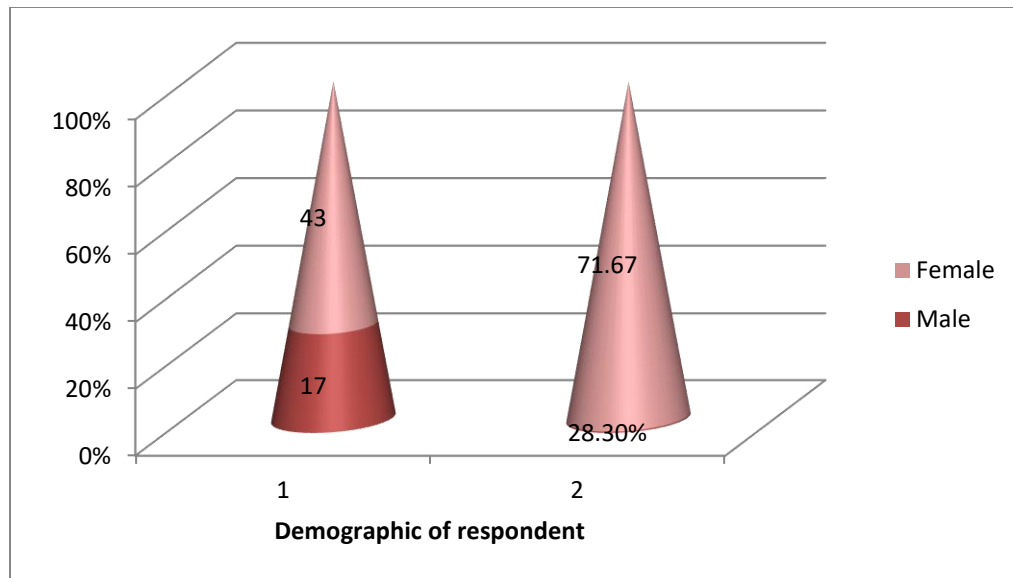


Table 2 revealed that Out of 60 respondents, about 43 (71.67%) were male while the remaining 17 (28.3%) were female. In general, it's obvious that many of the Nigerian Universities, we find that the male students are more comparing to that of females. There are many social phenomena for the less number of females faculty members found in academic environment. One of the main reason is that female usually have no interest in agricultural sector. The government always encourages the female to go for higher education particularly agriculture sector o help their female counter parts.

Table 3: Highest Educational Qualification of the Respondents

Qualification	Frequency	Percentages %
BSc	14	23.3%
MSc	21	35%
PhD	25	41.67%

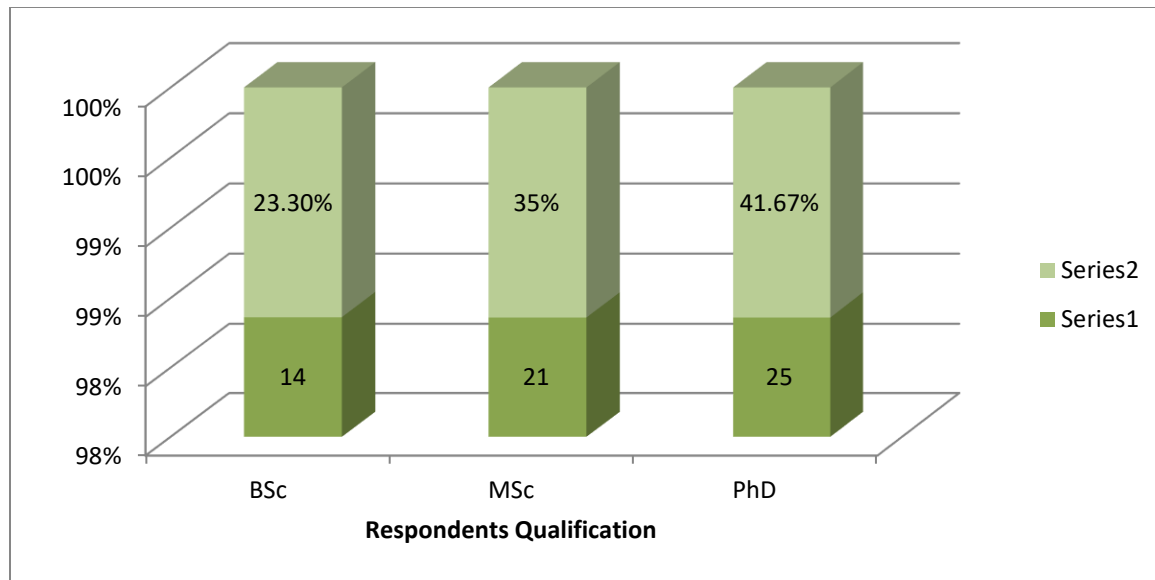


Table 3 indicated that 14(23.3%) of the faculty members have BSc as their highest qualification, followed by 21 (35%) MSc and 25 (41.67%) have the highest qualification with PhD. This indicated that the agriculture universities in Nigeria have qualified staffs to teaching and research

Availability of Information Resources in ABU, FUTM, AND FUTO,

Table 4. Information resources and furniture available in the Library

	Information resources/furniture																							
	Print resources									E-Resources									Furniture					
University	Jour	Books	Conf/ Tech	Govt publi	Thesi s	Maga z	N/ papers	Atl as,	Manus	E- Data	E- Bks	E-J	E- Thesis	E- N/p ape rs	CDRO M	Microf ilms	Rad io	TV	Tables	Chairs	Fans	Computers	Printers	Photoco piers
					/proj ects																			
FUTM	4500	34500	1200 0	123	2500	1500	6000	540	3600	67	4000	2000	14300	12	5600	NIL	6	8	800	1600	56	320	8	13
ABU	38500	27625	268	76	1970	1760	34000	27	25899	1200	5460	569	65	56	46	NIL	7	3	120	240	12	35	4	2
FUTO	25000	18000	106	82	1500	150	43240	30	2300	15	4312	123	23	12	72	NIL	4	5	400	800	30	100	5	3

Sources data field 2020

In order to identify the type of information resources and furniture available in the Agriculture University Libraries studied, lists of possible library information resources and furniture were provided to the respondents to tick as many as possible. Table 4 below shows the type of information resources and furniture available as indicated by the respondents in Agriculture University Libraries in Nigeria. The study indicate that journals, text books, thesis /dissertations/projects, news papers, conf proceedings &technical reports, e-books, and e- thesis /dissertations/projects, dominate the available information resources in Agriculture University Libraries, followed by tables, fans, CDROM and computers as the most available furniture and equipment available in the library. The study indicates that none of the libraries has Microfilms and Microfiche. These findings aligned with that of Vijayakumar, (2017) who notes that newspapers, project reports, subject books, CD-ROM databases; reference books are mainly available in Libraries. Therefore, the Agriculture University Libraries studied have all types of information resources in both print and non-print forms to assist their users in meeting the University Library goals and objectives of supporting teaching, learning and research. The commonly available furniture in the libraries that are being used in Agriculture University libraries studied to ease and promote quick and timely access to and utilization of information resources are table, chairs and computers, while radio and television are not many in stark contrast to the number of users. This implies that such technological facilities are not fully used or they are very few in the libraries. The finding of the study stresses the fact that almost all the libraries in the study had computers, printers, Xerox, and fans for easy access to the resources needed and conducive learning environment

User satisfaction with Information Resources and facilities in ABU, FUTM, AND FUTO,

Table 18 Level of satisfaction of Library facilities in Agriculture University Library

Table 5 (a) information resources

ABU	faculty members									
Library resources and services	Very high		High		Medium		Low		Very low	
frequency/%	F	%	F	%	F	%	F	%	F	%
Journals	14	73.68	3	15.79	1	5.26	0	0.00	1	5.26
Text books & Ref books	14	73.68	0	0.00	2	10.53	2	10.53	1	5.26
Conf proceedings & Technical reports	6	31.58	7	36.84	3	15.79	2	10.53	1	5.26
Government publications	1	5.26	9	47.37	5	26.32	2	10.53	2	10.53
Thesis /Dissertations/ projects	11	57.89	5	26.32	1	5.26	1	5.26	1	5.26
Magazines	2	10.53	5	26.32	9	47.37	1	5.26	2	10.53
News papers	6	31.58	4	21.05	6	31.58	1	5.26	2	10.53
Atlas, Maps&Posters	1	5.26	8	42.11	4	21.05	3	15.79	3	15.79
Manuscripts	2	10.53	7	36.84	5	26.32	3	15.79	2	10.53
E-databases	5	26.32	5	26.32	6	31.58	1	5.26	2	10.53
E-Books	8	42.11	3	15.79	5	26.32	2	10.53	1	5.26
E-Journals	10	52.63	1	5.26	7	36.84	1	5.26	0	0.00
E-thesis/projects	9	47.37	1	5.26	7	36.84	0	0.00	2	10.53
E-Newspapers&E-Zines	3	15.79	5	26.32	6	31.58	3	15.79	2	10.53
CDROM	0	0.00	4	21.05	9	47.37	3	15.79	3	15.79
Microfilms&Microfiche	1	5.26	3	15.79	11	57.89	0	0.00	4	21.05
Radio	2	10.53	5	26.32	9	47.37	1	5.26	2	10.53
Telvision	2	10.53	9	47.37	7	36.84	0	0.00	1	5.26
FUTM	faculty members									
Library resources and services	Very high		High		Medium		Low		Very low	
frequency/%	F	%	F	%	F	%	F	%	F	%
Journals	11	52.38	4	19.05	1	4.76	4	19.05	0	0.00
Text books & Ref books	10	47.62	5	23.81	2	9.52	3	14.29	1	4.76
Conf proceedings & Technical reports	6	28.57	5	23.81	2	9.52	5	23.81	1	4.76
Government publications	10	47.62	5	23.81	2	9.52	2	9.52	2	9.52
Thesis /Dissertations/ projects	7	33.33	4	19.05	5	23.81	5	23.81	0	0.00
Magazines	4	19.05	7	33.33	6	28.57	3	14.29	1	4.76
News papers	5	23.81	9	42.86	2	9.52	3	14.29	2	9.52
Atlas, Maps&Posters	5	23.81	3	14.29	8	38.10	4	19.05	1	4.76
Manuscripts	2	9.52	7	33.33	8	38.10	4	19.05	0	0.00
E-databases	3	14.29	4	19.05	7	33.33	7	33.33	0	0.00
E-Books	5	23.81	6	28.57	5	23.81	4	19.05	1	4.76

E-Journals	1	4.76	6	28.57	4	19.05	7	33.33	3	14.29
E-thesis/projects	3	14.29	7	33.33	5	23.81	2	9.52	3	14.29
E-Newspapers&E-Zines	2	9.52	4	19.05	7	33.33	2	9.52	5	23.81
CDROM	4	19.05	6	28.57	5	23.81	2	9.52	4	19.05
Microfilms&Microfiche	6	28.57	5	23.81	6	28.57	2	9.52	2	9.52
Radio	5	23.81	4	19.05	4	19.05	3	14.29	5	23.81
Television	7	33.33	7	33.33	3	14.29	0	0.00	4	19.05
FUTO	faculty members									
Library resources and services	Very high		High		Medium		Low		Very low	
frequency/%	F	%	F	%	F	%	F	%	F	%
Journals	6	30.00	4	20.00	7	35.00	2	10.00	1	5.00
Text books & Ref books	5	25.00	5	25.00	4	20.00	5	25.00	0	0.00
Conf proceedings & Technical reports	4	20.00	2	10.00	4	20.00	5	25.00	3	15.00
Government publications	2	10.00	7	35.00	7	35.00	2	10.00	2	10.00
Thesis /Dissertations/ projects	5	25.00	7	35.00	8	40.00	0	0.00	0	0.00
Magazines	3	15.00	6	30.00	6	30.00	4	20.00	1	5.00
News papers	5	25.00	5	25.00	7	35.00	1	5.00	2	10.00
Atlas, Maps&Posters	3	15.00	2	10.00	8	40.00	4	20.00	3	15.00
Manuscripts	3	15.00	4	20.00	5	25.00	6	30.00	2	10.00
E-databases	2	10.00	8	40.00	7	35.00	2	10.00	1	5.00
E-Books	2	10.00	2	10.00	10	50.00	3	15.00	3	15.00
E-Journals	2	10.00	4	20.00	9	45.00	3	15.00	2	10.00
E-thesis/projects	4	20.00	6	30.00	8	40.00	2	10.00	0	0.00
E-Newspapers&E-Zines	4	20.00	7	35.00	3	15.00	2	10.00	4	20.00
CDROM	2	10.00	7	35.00	7	35.00	2	10.00	2	10.00
Microfilms&Microfiche	5	25.00	4	20.00	7	35.00	1	5.00	3	15.00
Radio	3	15.00	6	30.00	8	40.00	3	15.00	0	0.00
Television	4	20.00	6	30.00	9	45.00	1	5.00	0	0.00

Table 5 (b) library facilities

Facilities										
FUTM	Faculty members									
Library resources and services	Excellent		Good		Average		Poor		Very Poor	
frequency/%	F	%	F	%	F	%	F	%	F	%
Reading tables/ Chairs	20	95.24	0	0.00	1	4.76	0	0.00	0	0.00
Adequate & dust-free space	12	57.14	0	0.00	6	28.57	0	0.00	0	0.00
Catalogues/ OPAC	13	61.90	0	0.00	7	33.33	0	0.00	0	0.00
Translators	4	19.05	1	4.76	10	47.62	0	0.00	0	0.00
Conducive space for study and research	11	52.38	5	23.81	2	9.52	5	23.81	1	4.76

Internet facility	1	4.76	11	52.38	7	33.33	11	52.38	1	4.76
Drinking water	4	19.05	6	28.57	0	0.00	6	28.57	0	0.00
Rest Room / Toilet facilities	11	52.38	2	9.52	6	28.57	2	9.52	0	0.00
Adequate Lightening/ventilation	8	38.10	4	19.05	8	38.10	4	19.05	0	0.00
Parking facilities	4	19.05	11	52.38	4	19.05	11	52.38	0	0.00
Uninterrupted power supply	2	9.52	5	23.81	8	38.10	5	23.81	0	0.00
ABU	Faculty members									
Library resources and services	Excellent		Good		Average		Poor		Very Poor	
frequency/%	F	%	F	%	F	%	F	%	F	%
Reading tables/ Chairs	11	57.89	8	42.11	0	0.00	0	0.00	0	0.00
Adequate & dust-free space	5	26.32	9	47.37	5	26.32	0	0.00	0	0.00
Catalogues/ OPAC	5	26.32	8	42.11	5	26.32	1	5.26	0	0.00
Translators	0	0.00	3	15.79	4	21.05	6	31.58	4	21.05
Conducive space for study and research	6	31.58	11	57.89	2	10.53	0	0.00	0	0.00
Internet facility	0	0.00	3	15.79	4	21.05	4	21.05	7	36.84
Drinking water	1	5.26	4	21.05	9	47.37	3	15.79	2	10.53
Rest Room / Toilet facilities	8	42.11	10	52.63	0	0.00	1	5.26	0	0.00
Adequate Lightening/ventilation	3	15.79	3	15.79	6	31.58	5	26.32	2	10.53
Parking facilities	4	21.05	6	31.58	8	42.11	0	0.00	1	5.26
Uninterrupted power supply	1	5.26	7	36.84	5	26.32	4	21.05	2	10.53
FUTO	Faculty members									
Library resources and services	Excellent		Good		Average		Poor		Very Poor	
frequency/%	F	%	F	%	F	%	F	%	F	%
Reading tables/ Chairs	4	20.00	14	70.00	2	10.00	0	0.00	0	0.00
Adequate & dust-free space	1	5.00	14	70.00	3	15.00	0	0.00	0	0.00
Catalogues/ OPAC	2	10.00	11	55.00	4	20.00	1	5.00	0	0.00
Translators	1	5.00	2	10.00	10	50.00	4	20.00	0	0.00
Conducive space for study and research	5	25.00	7	35.00	7	35.00	1	5.00	0	0.00
Internet facility	3	15.00	1	5.00	2	10.00	5	25.00	7	35.00
Drinking water	2	10.00	3	15.00	7	35.00	2	10.00	5	25.00
Rest Room / Toilet facilities	3	15.00	6	30.00	8	40.00	2	10.00	0	0.00
Adequate Lightening/ventilation	3	15.00	5	25.00	6	30.00	2	10.00	2	10.00
Parking facilities	4	20.00	4	20.00	10	50.00	1	5.00	0	0.00
Uninterrupted power supply	2	10.00	3	15.00	5	25.00	5	25.00	3	15.00

Sources data field 2020

Table 5 A and B above reveals that most of the library users were satisfied with facilities in the Agriculture University Libraries studied as ranked excellent, good and average with a percentage score of (95.24%) reading tables/ chairs followed (78.95) adequate and dust-free space and (70.83). conducive space for study and research The respondents were also satisfied with the rest room / toilet facilities, parking facilities and catalogues/ OPAC with percentages scores of (68.42), (66.67) and (66.67) respectively. The study also reveals that drinking water and uninterrupted power supply with percentages score as (52.63) and (45.83) respectively. The implication of the above findings is that the Agriculture University Libraries in Nigeria need to continue to provide and improve utilization of information resources, facilities. This can be achieved through training of the staff, alternative power supply and provision of internet facilities

Hypotheses tested

Ho₁ There is no correlation between the availability of information resources, services and facilities and the utilisation in research productivity of faculty members in Agriculture University Libraries under study.

To test this hypothesis, Spearman's Rank Order Correlation statistic was used. The data was analysed using SPSS, and the result is presented in the table below:

Table 6 Relationship between availability of information resources, and facilities and utilisation in research productivity of faculty members in Agriculture University Libraries under study

		Availability of IRS&F	Utilisation of IRS&F in Research Productivity
Availability of IRS&F	Pearson Correlation	1	.807**
	Sig. (2-tailed)		.000
	N	60	60
Utilisation of IRS&F in Research Productivity	Pearson Correlation	.807**	1
	Sig. (2-tailed)	.000	
	N	60	60

Correlation is significant at the 0.01 level (2-tailed).

From the table 6 above, the relationship between availability of information resources and facilities and utilisation in research productivity of faculty members in Agriculture University

Libraries under study is $r = .807$, $N = 60$, and $P = .000$. Thus since the p-value (.000) is less than the alpha value (.05), the null hypothesis has been rejected and the alternate hypothesis has been adopted in the analysis. So, the researcher has concluded that there is a correlation between availability of information resources and facilities and utilisation in research productivity of faculty members in Agriculture University Libraries studied. It is, therefore, concluded that, the type of information resources and facilities available and used in Agriculture University Libraries in Nigerian studied have significant difference Therefore there is a need for Agriculture University Libraries to provide more information resources and improvement of consortium in Agriculture University Libraries in the country.

H₀₂ There is no correlation in the satisfaction level of faculty members and the availability of information resources, services and facilities in Agriculture University Libraries of this study.

To test this hypothesis therefore, Spearman's Rank Order Correlation statistics was used. The data was analysed, using SPSS v.23, and the result is presented in the table below:

Table 7 Relationship in the satisfaction level of faculty members and availability of information resources, services and facilities in Agriculture University Libraries under study

		Satisfaction Level of Library	
		Users	Availability of IRS&F
Satisfaction Level of Library Users	Pearson Correlation	1	.910**
	Sig. (2-tailed)		.000
	N	60	60
Availability of IRS&F	Pearson Correlation	.910**	1
	Sig. (2-tailed)	.000	
	N	60	60

**. Correlation is significant at the 0.01 level (2-tailed).

From the table 7 above the relationship in the satisfaction level of faculty members and availability of information resources, and facilities in Agriculture University Libraries under study is $r = .910$, $N = 60$, and $P = .000$. Thus, since the p-value (.000) is less than the alpha value (.05), the null hypothesis has been rejected and the alternate hypothesis has been adopted. So, the researcher has concluded that there is a correlation in the satisfaction level of faculty members and availability of information resources, services and facilities in Agriculture

University Libraries under study. It is, therefore, concluded that, the type of information resources and facilities available and used in Agriculture University Libraries in Nigeria studied have significant difference. Therefore, there is a need for Agriculture University Libraries to provide relevant and up-to-date information resources and make the users aware of them and also help them to access and utilize the resources in Agriculture University Libraries in the country.

Major Findings of the Study

The following section provides the summary of the major findings of the study based on the objectives formulated in chapter 1.

Types of Information Resources and Facilities those are available in Agriculture University Libraries

The finding of the study revealed that journals, text books, thesis /dissertations/projects, news papers, conf proceedings & technical reports, e-books, and e- thesis /dissertations/projects, dominate the available information resources in Agriculture University Libraries sampled, followed by tables, fans, CDROM and computers as the most available furniture and equipment available in the library. The study indicates that none of the libraries has Microfilms and Microfiche.

These findings aligned with that of Vijayakumar, (2017) who notes that newspapers, project reports, subject books, CD-ROM databases; reference books are mainly available in Libraries.

Therefore, the Agriculture University Libraries studied have all types of information resources in both print and non-print forms to assist their faculty members in meeting the University Library goals and objectives of supporting teaching, learning and research.

The commonly available furniture in the libraries that are being used in Agriculture University libraries studied to ease and promote quick and timely access to and utilization of information resources are table, chairs and computers, while radio and television are not many in stark contrast to the number of users

The provision of information resources and facilities in Agriculture University libraries context will ensure effective services and utilization of the library resources. Other benefits include

justifying the library investment on its resources and the overall attainment of the library aims and objectives. The law said “Every Reader His or Her Book” library professionals must ensure that the library has an access policy that is appropriate ensure that adequate access to the collection was created to serve such as interlibrary loan, cooperative acquisitions, and consortia to which the library may used of easy access to the resources. Librarians must know their readers particularly the profiles of faculty members to know their area of specialization to provide them with the materials they need for their research and wish to read

Determine the extent to which the library users are satisfied with the information resources and facilities in Agriculture University Libraries.

The findings of the study revealed the level of satisfaction of the faculty members of all the three Agriculture University Libraries. Overall, the survey revealed that all the three Agriculture University Libraries the respondents satisfied with the rest room / toilet facilities, parking facilities and catalogues/ OPAC with percentages scores of (68.42), (66.67) and (66.67) respectively. The implication of the above findings is that the Agriculture University Libraries in Nigeria need to continue to provide and improve utilization of information resources, facilities. This can be achieved through training of the staff, alternative power supply and provision of internet facilities.

Recommendations

Agriculture and research have drastically changed in their concept and character due to advancement in technologies and farm mechanization. These changes demand support from their respective libraries to acquire, organize, manage and disseminate the wide channels of information resources and facilities. The findings of the study reveal that the ‘researcher attach a primary importance to Agriculture University Libraries’ as the current information resources available in the library does not match their requirements. The researcher also opines that the libraries need more print information and electronic resources. Though the respondents are interested in using more electronic resources, their moderate usage rating is of same result of inadequate resources available in their library

Based on the above data analysis, and interpretation, the future course of action to increase the utilization of information resources and facilities can be discussed on two parts: X Better

utilization of the existing information resources and facilities (Present) and, Y provision of information resources and facilities which are on high demand from the users (Future)

Recommendations for Better Utilization of the Existing Information Resources and Facilities

The researcher suggests the following areas that could help the university management, planners and policy makers for further improvement of the information resources and facilities so as to benefit the Agriculture University libraries, academic community and the research community

1. It is recommended that the library resources should be available in an organized fashion and it should be tailored to suit the demands of the Library users by regular shelving and shelf reading at least every two hours; better cataloguing, classification and stacking of the Library resources so that locating the information resources becomes hassle free through well-designed user education/orientation programmes to educate their users about the library resources and facilities. These programmes help the faculty members to explore the available information resources and facilities in the library to maximum extent.
2. Formulate sound “collection development policy,” particularly, for online information resources. The preferred information resources such as subject journals, reference books, back volumes of journals, theses/dissertation, and research reports, bibliographies and reviews need to be updated regularly. The electronic resources such as CD-ROMs, online journals/e-journals, online full-text databases and e-books need to be enhanced and the periodic review of their collection should be designed to measure the effectiveness of the information resources and infrastructural facilities
3. Inter-library loan and document delivery services: Even though the online journals and databases are on the verge of becoming a reality, the traditional library services like inter-library loan and document delivery services still retain their identity. The study recommends expansion of the document delivery service and inter-library loan services at the international level, so that the faculty members can save their time and money
4. Users’ Profile: It is necessary to maintain “personal profiles” of the faculty members based on the area of their specialization so as to provide the relevant services required.

The personal profiles should contain details of the faculty members with their areas of specialization and important key terms of their thrust areas based on these areas. The libraries should provide personalized services like SDI; CAS computer-assisted mailing facilities to the faculty members on time.

5. It is recommended that the library should develop the collection by allocating more budgets for infrastructural facilities, e-journals and e-databases, e-granary and also create conducive environment to the library users, by Providing unique ID and password to all the users of the Agriculture University Libraries, so that they can access the e-resources of the Library from anywhere. What is more, periodical statistics should be conducted to find out the extent of non -utilization of library resources

Conclusion

The success of library depends on its growth, facilities and capacity to reduce the gap between demand and supply of information resources and facilities. Moreover, “Library is a growing organism”. So; it should grow in terms of information resources, infrastructural facilities, space and library fund and staff. Furthermore, in academic environment, faculty members need information for carrying out their academic pursuit of teaching, learning, research and community services. This information need has to be satisfied by the libraries attached to the Universities. Therefore, Agriculture University Libraries are expected to provide information resources and facilities. The prime function of any academic Library is to bridge the communication gap between the users population and the vast universe of information resources and to act as an interface between them, to make sure that any information needed by the users is made available as and when needed.

This study has explored the degree at which specific information resources and facilities are provided to Agriculture University Libraries in Nigeria. The study has also found that both print and electronic information resources play essential roles in the academic pursuits of the faculty members of Agriculture University Libraries under study

The faculty members of Agriculture University Libraries indicate that they have inadequate information resources, and inadequate facilities in the users’ perspectives. There are gaps in preference of information resources and it’s delivery from one Library to another. The respondents face some problems in using the library resources and facilities

The study has attempted to understand the level of utilization and satisfaction of faculty members of Agriculture University Libraries. It has also attempted to observe the differences in utilization and satisfaction among the respondents of different Agriculture University Libraries. Clearly, there is a mismatch between the priorities as expressed by the respondents and the level of provision of Library resources and facilities provided in their libraries and satisfaction. The faculty members, -regardless of their area of specialization, held consistently low level of utilization and satisfaction of the library resources and facilities. The gaps are thus significant.

The study suggests that Agriculture University Libraries should maintain the needed based print and electronic resources. Adequate computers with internet and printing facilities should be provided in the libraries. The coverage of the electronic/digital information resources in NUC e-consortium should be improved in the University libraries. The Agriculture University Libraries provides variety of resources which includes e-resources, print resources and much more. Presently, the print resources are slowly replaced by the e-resources like CD ROM, e-databases, e-newspapers and e-Zines, e-Journals, e-Books, OPAC and internet.

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